RESOLUTION NO. _09-136_

RESOLUTION OF THE MAYOR AND THE CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA APPROVING THE ANNUAL PLAN OF SERVICE FOR THE LIBRARY DIVISION FOR FISCAL YEAR 2009-2010 AND LONG RANGE PLAN OF SERVICE FOR FISCAL YEARS 2009-2012 FOR SUBMITTAL TO THE STATE LIBRARY OF FLORIDA IN ORDER TO MAINTAIN ELIGIBILITY AS A RECIPIENT OF STATE AND FEDERAL FUNDS.

WHEREAS, the State Aid to Libraries Program is to assist local governments in maintaining and developing free professional library services and in particular, providing equal access to free public library services to all residents of the service areas of participating governments, coordinating library service throughout the service area and providing consistent level of operation, maintenance and development of library services; and

WHEREAS, in order to fulfill the requirements of the State Aid to Library Program and applicable federal grant programs, the City of Hialeah developed an annual plan.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND THE CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA, THAT:

Section 1: The Mayor and the City Council of the City of Hialeah, Florida hereby approve the Annual Plan of Service for the Library Division for fiscal year 2009-2010 and a Long Range Plan of Service for fiscal years 2009-2012, for submittal to the State Library of Florida in order to maintain eligibility as a

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recipient of state and federal funds.

PASSED AND ADOPTED this 8th day of September , 2009.

Carlos Hernandez
Council President

Attest: Approved on this 10ᵗʰ day of September , 2009.

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Rafael E. Granado, City Clerk   Mayor Julio Robaina

Approved as to form and legal sufficiency:

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William M. Grodnick, City Attorney

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Resolution was adopted by a 6-0 vote with Councilmembers, Caragol, Casals-Muñoz, Cue, Garcia-Martinez, Hernandez, Yedra voting "Yes" and Councilmember Gonzalez absent.

HIALEAH PUBLIC LIBRARIES
ANNUAL PLAN OF SERVICE
2009-2010

All activities outlined in this annual plan are in support of the Six (6) Service Roles and their respective goals described in the approved *Hialeah Public Libraries Long Range Plan, 2009-2012.*

Reference and Adult Services
- Develop and weed the collection in needed subject areas to provide up to date materials.
- Explore and implement methods of providing full reference services at the point of patron need through the use of technology and best practices.
- Participate in statewide "chat" and e-mail reference service.
- Promote and evaluate programming opportunities, including web-based, for adults to support lifetime learning goals, reading, library use and evaluation of information resources.
- Provide cultural programs, including book clubs and author visits.
- Continue to provide computer instruction in English and Spanish.
- Train all reference staff in effective information retrieval and provision, including reference collection, electronic resources, and the Internet and public service skills.
- Train the public in library use for empowerment and effective use of information resources and e-government initiatives.
- Promote and evaluate use of databases for effective information retrieval.
- Continue to develop and enhance library portal (wiki) to disseminate information and facilitate resource use.

Children's Services
- Continue year-round children's programming at JFK and e-Libraries.
- Implement a summer reading program to provide reading-based activities for increased use of library by children.
- Focus on collection development, including weeding and updating materials.
- Maintain outreach and networking to Hialeah schools and community organizations to promote effective library use and cooperation including needed materials, parental involvement and homework help.
- Continue to promote innovative programming for young adults (12-18).

Services to the Spanish-Speaking
- Focus on collection development, including weeding of out-of-date materials, with the goal of including literature and cultural materials from all Spanish-speaking communities that we serve.
- Study and evaluate best practices of other libraries serving Spanish speakers.
- Sustain and improve Spanish language programming and public education.

Circulation Services
- Continue to issue new and renewed library cards to all Hialeah residents to increase the number of library users per capita.
- Continue to participate in reciprocal agreements with county and municipal libraries and promote non-resident membership.
- Improve and conduct library card outreach events.
- Continue to improve shelving maintenance to facilitate collection use by the public.
- Develop and implement strategies to reduce long-overdue and damaged materials.
- Train circulation staff in circulation software, policies, and public service skills.
- Promote self-checkout stations to encourage patron empowerment.

Technical Services
- Continue to work with vendors to improve processing and shelf-ready services to increase efficiency.

- Contribute to, upgrade and maintain holdings of shared records in the OCLC database.
- Report and evaluate monthly processing statistics for all activities.
- Continue automated serials acquisitions check in, storage and circulation.

Technology Services
- Continue to maintain and upgrade existing system-wide hardware and software.
- Implement new technologies as outlined in the library's technology and replacement plans.
- Propose tracking software to IT Dept. for evaluating library website and commercial software usage.
- Conduct user surveys to improve on existing and implement emergent technologies.
- Upgrade existing wireless network at JFK and implement WLAN at branches.

Branch Services
- Promote and enhance services in the five e-Libraries.
- Maintain storytimes in all branches.
- Continue English, citizenship, and computer classes in branches.

Collection Development Services
- Continue to involve and train all librarians in collection development and weeding.
- Maintain standards and baselines for collection development.
- Train all librarians in report usage and data analysis of the collection and its use with the Directors Station module.

Library Administration
- Enhance library services through planning and management of resources.
- Continue to seek outside funding sources to enhance library services.
- Continue enhancements in reporting on Library services, including an annual report.
- Improve Library services, including user-based evaluation techniques and surveys.
- Further develop the Friends of the Library group to include greater citizen and corporate participation.
- Maintain and repair main library and branch facilities as needed.

HIALEAH PUBLIC LIBRARIES
LONG RANGE PLAN, 2009-2012

Library Mission

"By providing the means by which people of all ages, interests, nationalities, and circumstances may avail themselves of recorded wisdom, experience and ideas of others, the City of Hialeah Library Division promotes the education, recreation and information needs of its community, and contributes to its culture."

In support of its mission, the Library maintains a central library, the **John F. Kennedy Memorial Library**, and the **Curtiss, North, West, Walker, and Wilde e-Libraries**, with open access, a community focus, responsive service hours, and broad and relevant materials in a variety of formats. The Library provides free public library services to the citizens of Hialeah, including reference services, access to technology and the Internet, children's services, literacy services, and a full range of circulating materials.

The Library Division falls under the Department of Education and Community Services within the government of the City of Hialeah, under the direction of the Mayor and City Council. The Library is primarily funded by the taxpayers of the City of Hialeah.

**Community Profile –
Hialeah Today**

Population: The City of Hialeah is the second largest city in Miami-Dade County, Florida with a 2008-estimated population of more than 210,542 people.

Ethnicity and Language: Ninety-three percent Hialeah residents speak a language other than English; Hialeah ranks number one among U.S. cities whose residents speak Spanish. 2000 Census figures indicate that 45 percent of households in the city are "linguistically isolated" – one in which no person 14 or older in the household speaks English very well. More than 90 percent of Hialeah's population is of Hispanic origin and over 72 percent of the population is foreign born; predominate immigrant groups are from Cuba, Nicaragua, Colombia, and Puerto Rico.

Employment, Industry, and Business: According to Bureau of Labor Statistics, Hialeah experienced a 15.7 percent unemployment rate in June 2009. According to the 2007 American Community Survey (ACS), the three of the top industries employing Hialeah residents include retail trade (14.1 percent), manufacturing of durable and non-durable goods (13.6 percent) and the educational, health and social services industry (14.9 percent).

Poverty and Income: The 2007 ACS figures indicate that the median household income in Hialeah ($31,689) is well below that of the United States as a whole ($50,740). With a 20.5 percent overall poverty rate and the above employment statistics, many residents can be seen as belonging to the "working poor."

Education and Literacy: The City of Hialeah Libraries supports the information needs of over 55,000 students in Hialeah and more than 40 schools, both public and private. During certain times of the year, the libraries experience information provision restraints due to heavy use of limited resources in one subject area by too many students.

Approximately one-fourth of Hialeah's population has not reached the equivalent of a ninth-grade education, whether in the United States or abroad.

Approximately one-half of adults do not have the equivalent of a high school diploma. In the 2005 report, *A First Look at the Literacy of America's Adults in the 21st Century*, the National Institute for Literacy estimated that 39 percent of adults in Hialeah have below basic literacy skills in English, the lowest level of literacy.

Digital Divide: Although currently there are not available statistics specific to Hialeah, our predominately Hispanic population matches the "least connected" profile of only 33.7 percent computer ownership and 23.6 percent Internet access. For some residents, the Library is their only access to the Internet.

**The Library-
Yesterday and
Today**

The John F. Kennedy Memorial Library was remodeled and automated in 1996. At this time, many staffing, administrative and budgeting improvements were made to modernize the facility and the collection, and to better meet the need of Hialeah's residents for library services. The Library and its new services have been a tremendous success, as evidenced by an increase in Reference inquiries to 195,616 adult and children's reference services in 2007-2008.

Since 1996, the Library has experienced a phenomenal growth in circulation, door count, and in new patrons. In 2007-2008, the Library circulated 167,244 items, the door count was 211,135 and over 70,626 users are registered borrowers.

There has been similar growth in computer services. Thanks to success with the "E-Rate", the Bill and Melinda Gates Library Technology Grant and federal and state library grants, the JFK Library's network has grown from 14 new computers in 1996 to 97 today, with high-speed local and wireless area networks. Presently, the West, North, Curtiss and Walker, and Wilde e-Libraries contain an additional 122 computers, totaling 219 system-wide; 152 of which are solely for public use. The public computers have between 6000-7000 user sessions per month.

The Library began offering basic computer literacy workshops for the public in August 2000, in both English and Spanish, with an overwhelming positive response from the public. More than 947 people were served in the last fiscal year.

Challenges

Although the Library Division provides high-quality Library services to the residents of Hialeah, several major challenges must be considered and "worked around" in planning and providing services. The first consideration is the large size of the population that is served. In an effort to improve services in densely populated, geographically isolated areas in the community, Hialeah has opened five e-Libraries in police sub-stations or recreational centers, with computer labs for the residents, a small reference collection and access to the JFK circulating collection through frequent deliveries. With their opening there has been an increase in service areas.

Space considerations at the main library are paramount. The Children's room is filled to capacity and above after school and in the summer. The collection and the computer areas are built out to capacity. There is very limited space for programming and story times. There are limited quiet areas for study and small group activities. The auditorium needs improvement and

modernization to provide space for cultural activities and educational programs. This space challenge has been partially addressed through the e-Libraries.

A third major challenge is shared by many Florida libraries. The hiring freeze and attrition across the state presents challenges in filling librarian positions and planning and providing services. One way that the Hialeah Libraries has effectively addressed this challenge is by expanding the paraprofessional "Librarian Aide" staff and encouraging current staff to attend library school.

Recent accomplishments

In addition to major collection development and networking efforts, and while adjusting to the tremendous growth in use by the public, the Library Division has accomplished the following:

2000-2005
> Over $2.7 million in grants and e-rate funds awarded
> Hialeah Reads Family Literacy Program launched
> West, North, Curtiss, and Wilde e-Libraries opened 2001-2005
> Upgraded Library automation system with web access, a bilingual catalog and e-books
> Entered into a reciprocal borrowing and joint planning agreement with M-DCPL and other city libraries
> JFK Parking lot expanded and refurbished and roof replaced
> Friends of the Library group established
> Ask a Librarian, statewide online reference service begun
> Began outsourcing shelf-ready processing services.

2006
> Over $39,000 Gates Grant, replaced and expanded computers at JFK and Curtiss e-Library
> Awarded $94,000 in State Aid
> Replaced city vehicle for efficient book deliveries
> Friends of Library provided over $21,000 through gifts and donations

2007
> Awarded $40,000 LSTA Grant for new technology
> Completed construction of Walker e-Library funded through a $280,000 State Construction grant.
> Added Director's Station module to automated library system to improve statistical reporting.
> Added 13 laptops for public use at JFK, funded through LSTA funds
> Added a self-checkout module for increased efficiency at JFK Library, funded through LSTA grant
> Joined SOLINET and incorporated use of the OCLC database to share records and update holdings, funded through an LSTA grant
> Installed new security gates at JFK, Curtiss, and Wilde e-Libraries

2008
> Completed expansion and remodeling of the West e-Library, funded

through $500,000 State Construction grant.

Implemented PC Reservation and Print Management Systems at JFK and West e-Library public computer areas, for cost recovery and staff efficiency funded through State Aid funds.

Purchased additional self-checkout module for children's department at JFK funded through State Aid funds.

Installed security gates at Walker and West e-Libraries funded through the Construction grants.

Reorganized staff duties to maximize efficiency due to operating budget cuts.

Constructed gated area at JFK parking lot to maintain library van on site; to increase efficiency of use by more staff in all shifts.

The Planning Effort

The growth of Library in the past few years and the improvements in services are due to much hard work and planning by the City's and Library's administration and staff, who are truly responsive to the public's wants and needs. This planning document is a formalization of the planning that has been underway since 1996.

For future planning efforts, in addition to patron and staff experience and analyzing current statistics relevant to the City of Hialeah, Library Needs Assessment Surveys and library usage statistics and service evaluations will be utilized.

Library Roles

For the next three years, Library roles which are most important in order to provide excellent library services to the citizens of Hialeah are:

1. Reference services for adults, children, and Spanish-speaking individuals, including General Information, Lifelong Learning, Business and Career Information, Consumer Information, Government Information, Cultural Resources
2. Assistance in finding, evaluating, and using information effectively
3. Provision of materials to support learning
4. Promote awareness of and provide access to computer technology and e-government sources
5. Recreational reading materials
6. Programs for all ages (adults, seniors, teens, and children)

Service Role 1:   Reference Services

Over the next three years, the Hialeah Public Libraries will maintain and enhance Reference Services in order to meet the need for information and answers to questions on a broad array of topics related to work, school, and personal life. The nature of Reference Services has been dramatically enhanced by technology in recent years, as access to electronic resources and the Internet has significantly extended the information available, regardless of a library's size or location. Reference Services include the following special categories and related service goals:

General Information/Lifelong Learning:
- Assist the community in locating answers to specific questions.
- Find sources of information on a wide variety of topics needed for school, work, or personal enlightenment.
- Maintain collections of reference materials at the JFK Library to ensure that current, quality information on topics is readily available.
- Maintain a ready-reference collection at each branch.
- Assist the public in evaluating and using all types of information resources, especially electronic and Internet resources for government and other public assistance.

Business and Career Information:
- Provide a basic business collection including information on small business development and investing.
- Provide current books and materials that build technology skills and assist in civil service and career exam retraining opportunities.
- Provide resume writing and job interviewing resources and online application resources.
- Provide computers containing word processing and workforce development software at each branch.

Consumer Information:
- Provide individuals with the information they need to make knowledgeable consumer decisions.
- Provide resources and educational programs on topics such as health, nutrition, childcare, and personal finance.

Government Information:
- Provide access to local, state, and federal government documents online.
- Assist the public in voter registration and finding information about elected officials and government services.

Cultural Resources:
- Maintain and provide access to a collection of materials on local history.
- Maintain special collections that provide cultural information.
- Participate in Black History Month, Hispanic Heritage Month, and Women's History Month.

Reference Services for Children:
- Provide reference materials and services tailored for children and parents.

Reference Services to the Spanish-Speaking:
- Provide reference materials and services in Spanish, in order to meet the needs of the Hialeah community.

Reference services - Goals:
1. Increase ease of use and accessibility of Reference services and materials for all patrons.
2. Provide training for the public on effective use of the Library, the Library's catalog, and electronic resources and the Internet.
3. Train staff to provide high quality, friendly reference services at the point where the patron needs the information.

Service Role 2: Assistance in finding, evaluating, and using information effectively

Librarians and library staff have always played an important role in assisting the user in searching for information and materials. Use of complex print reference tools requires skills that most one-time users would not possess. Use of electronic reference tools requires knowledge of effective search strategies. Bodies of literature, such as children's literature or poetry, are more effectively explored with an understanding and knowledge of literature itself. The library staff provides expertise in collecting works that are enjoyable, useful, reliable, and current; making effective selections based on a budget and weeding out-of-date materials. With an approachable, helpful, and knowledgeable staff, the Library can effectively help users navigate information resources, with the ultimate goal of users becoming increasingly self-sufficient.

Assistance in finding, evaluating, and using information effectively - Goals:
1. Emphasize training of staff in the use of current electronic and print media, resulting in a staff that is capable of guiding the information seeker down the most productive path possible.
2. Encourage staff development of expertise in subject areas for collection development purposes.
3. Seek and develop resources to educate users on evaluation of resources.
4. Continue to conduct tours and bibliographic instruction for small groups, class tours, and other organizations.

Service Role 3: Provision of materials to support learning

The Hialeah Public Libraries provide materials to support K-12 schoolwork and learning in all phases of life. The Libraries have partnered with various schools and agencies in order to effectively meet this service role and provide for the sharing of limited resources among many students. Most Library activities in this service role are conducted to encourage and promote a love of books, to build a habit of lifelong reading, and to assist with homework assignments.

Provision of materials to support learning - Goals:
1. Continue to provide and develop programs in support of learning.
2. Continue to offer a wide range of materials in all formats to assist students with homework.
3. Pursue grant opportunities and partnerships to provide tutoring and homework assistance.
4. Continue to provide facilities for study.
5. Continue to provide a nurturing environment for mentoring of youth.

Service Role 4: Promote awareness of and provide access to computer technology and e-government sources

The Hialeah Public Libraries provide access to online information through our network. The online catalog, the Internet, interactive storybooks, and various electronic reference databases are available though the Library homepage at www.hialeahfl.gov/library and portal http://jfklib.pbwiki.com . Word processing is offered, as well as other workplace computer software. Library staff provides assistance with these tools as well as formal and informal instruction on their use in both English and Spanish. Library access to technology provides for a full and complete range of materials to support Reference Services and learning; but also provides enjoyment, recreation, and communication tools for Hialeah residents who may not have access to technology elsewhere.

Promoting awareness of and providing access to computer technology – Goals:
1. Continue to provide assistance to patrons in effectively using information technology.
2. Continually evaluate and update the Library's portal and electronic services to facilitate patron access to Library resources.
3. Maintain a technology-training program for staff that includes e-government resources.

Service Role 5:   Recreational Reading Materials

The Hialeah Public Libraries provides a current collection of materials on subjects of popular interest in both English and Spanish. Many people visit the library to look for stories to read, for themselves and for their children, to entertain, to inspire, and to affirm their identity. Readers' advisory service or assisting the public in finding recreational reading materials appropriate to their age, reading abilities, and interest is an integral component of this service role. DVDs, audio books and music CDs are also in high demand. Book-related programs and programs on topics of current interest further enrich this service.

Providing recreational reading materials - Goals:
1. Continue to provide popular fiction and resources on current topics in a variety of formats, for all ages, in English and Spanish.
2. Continue to offer reader's advisory services, lists of bestsellers and other recommended reading, and displays highlighting topics of interest.
3. Continue to encourage a love of reading at all age levels – preschool to adult- through programming and publicity.
4. Continue to provide age-appropriate English, Spanish, and Bilingual story times for children and families.
5. Offer creative, literacy-rich programs to small groups, class tours, and other youth organizations.
6. Effectively use the auditorium space for community cultural affairs, exhibit and educational programs.

Service Role 6:   Adult, Children, and Family Literacy and Programming

Literacy is defined as using printed and written information to function in society, to achieve one's goals, and to develop one's knowledge and potential. The Hialeah Public Libraries has developed a comprehensive Literacy Program for Hialeah residents in all age groups in order to address improving low literacy levels, matching people in need with tutors and programs that can address that need. Components include reading tutoring for adults and children, ESOL training, citizenship training, parenting skills, job skill development, resume writing, and computer literacy. The implementation of the